



New York City Employees' Retirement System Job Vacancy Notice **CITYWIDE**

Civil Service Title: Computer Systems Manager, M-4

Salary: \$125,000 - \$130,000 (Annual)

Title Code: 10050

Division: Information Technology

Unit: Business Support Services

Job Description:

NYCERS seeks a Computer Systems Manager join our IT Operations unit in the Information Technology division. The role of the Computer Systems Manager for the new Enterprise IT & Business Support team will be to manage and oversee all activities as they relate to Incident, Problem, and Change management. The manager will establish and govern new IT Operational policies and procedures for the new Enterprise IT and Business Support team, establish the creation of Outage Review Board (ORB) and enhancements to the Change Advisory Board (CAB) committees. In addition, the new manager will institute an official Post Mortem (PM) and RCA (Root Cause Analysis) process. Furthermore, the new manager will ensure all SLAs (Service Level Agreements) and KPI (Key Performance Indicators) metrics are being met on a daily basis. The CSM will manage a team of support personnel who troubleshoot and resolve IT issue in a timely manner. Ensure the Service Desk staff uses the required tools and software to identify, document, track, and resolve reported incidents and problems. Plan, prioritize and schedule change management activities to ensure maximum results with minimum downtime.

Responsibilities include, but are not limited to:

- Oversee and manage the Business Support Center (BSC) as well as Change Management.
- Act as the escalation point for business divisions for all types of IT service incidents.
- Actively review, monitor, assign and manage inbound and existing service tickets.
- Confirm tickets are consistently updated with clear and concise information.
- Develop and train Service Desk staff.

MINIMUM REQUIREMENTS ARE ATTACHED

New York City residency is not required.

NYCERS is an Equal Opportunity Employer

Internal candidates must have been rated a satisfactory or better on their last annual evaluation.

APPLICANT MUST BE PERMANENT COMPUTER SYSTEMS MANAGER OR REACHABLE ON THE COMPUTER SYSTEMS MANAGER, EXAM NO. 9011 LIST.

TO APPLY FOR CONSIDERATION, PLEASE FORWARD A COVER LETTER INDICATING POSTING NUMBER 009-22-0031 AND A COPY OF A CURRENT RESUME TO:

CITY EMPLOYEES: Employee Self Service (ESS). www.nyc.gov/ess. Search for Job ID#: **485822**

ALL OTHER APPLICANTS: www.nyc.gov/careers/search. Search for Job ID#: **485822**

DATED: 09/24/2021

POST UNTIL: Until Filled

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009-22-0031**



Responsibilities include, but are not limited to:

- Analyze Service Desk activities and develop tools and process improvements to optimize service and performance.
- Maintain, update, and create technical support and end-user support documentation and knowledge articles.
- Oversee and escalate technical issues for all technical team members as needed.
- Resolve inbound tickets (Level 1 & 2 Service Desk as needed) to ensure SLAs are met.
- Work with ServiceNow (ITSM) tool and make recommendations for enhancements that supports organizational goals and objectives.
- Creation of KPIs and SLAs that meet and exceed the needs of our business units.
- Conduct post mortem activities as they relate to production outages.
- Establish and chair Outage Review Board (ORB) meetings.
- Chair Change Advisory Board (CAB) meetings and ensure change management processes are being followed.
- Creation and implementation of required Root Cause Analysis (RCA) and Post Mortem documentation.
- Communicate with business divisions to keep them updated on incidents and outages.
- Escalate service requests that cannot be scheduled within agreed service levels.
- Create and monitor production dashboard reports showing SLAs/OLAs of Incidents and Problem records.
- Detect and document Problem Known Error (PKE) records.
- Conduct structured major problem review and root cause analysis sessions.
- Understand lessons learned and document remediation strategies to ensure no repeat occurrences.
- Work to establish and solidify an accurate CMDB (Configuration Management Database) so we can better understand the impact changes have on our systems.
- Establish monthly meetings with vendors/carriers to ensure all SLAs are being met.
- Document and escalate breached services by vendors/carriers and follow through on defined penalties.
- Maintain fastest possible turnaround for client service requests.
- Continuously improve service-delivery processes, and client satisfaction.

The following is a list of technologies in which the individual must be familiar with: Windows 7 and 10, VMWare, Citrix virtual applications and desktops (VDIs), Windows Server 2012 administration (including Active Directory, DNS, FTP, WSUS, and Group Policies), SalesForce, ServiceNow, IBM FileNet P8, Office365 (including Azure AD, InTune, Sharepoint, and Exchange Online), Mainframe technologies, VoIP, Telephony, and a number of 3rd party products.

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Preferred Skills:

- ITIL Foundation Certificate in IT Service Management or equivalent processes.
- 5+ years of experience managing teams in a large and complex production operational environment.
- Experienced working with other New York City Agencies.
- Understanding of mainframe, applications, telephony, and network environments.
- Strong attention to detail.
- Understanding and experienced supporting relevant voice and data (IP) technologies.
- Ability to understand customer needs and translate to action.
- Strong commitment to customer satisfaction.
- Excellent organization, time management and follow-up skills.
- Understanding of proactive systems monitoring tools and alerts.
- Outstanding written and verbal communication skills.
- Strong passion for improving processes and overall customer experience.
- Ability to ensure consistency of operations, respond, and resolve tickets within predefined SLAs.
- Establish and maintain a productive team environment.
- Ensure the adoption and consistent execution of ITIL process and procedures.
- Address personnel performance concerns timely and respectfully.
- Provide accurate ITSM reports and metrics to leadership.
- Ability to effectively escalate critical outages that could significantly impact the business.
- Represent the Service Desk at meetings.
- Knowledge of Microsoft Office 365 and cloud technologies.
- Expertise with IT management documentation.
- Provide superior client service and support.
- Honor and demonstrate our Agency's Mission, Vision and Values at all times.

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Minimum Qualification Requirements:

1. A master's degree in computer science from an accredited college and three years of progressively more responsible, full-time, satisfactory experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks at least 18 months of this experience must have been in an administrative, managerial or executive capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing or in the supervision of staff performing these duties; or
2. A baccalaureate degree from an accredited college and four years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and six years of experience as described in "1" above; or
4. A satisfactory combination of education and experience equivalent to "1", "2" or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent approved by a State's department of education or recognized accrediting organization and must possess at least three years of experience as described in "1" above, including the 18 months of administrative, managerial, executive or supervisory experience as described in "1" above.

Note: New York City Residency is not required for this position

Note: This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate on your resume or cover letter if you would like to be considered for the position under the 55-a Program.